Google Talk for BlackBerry Smartphones

User Guide

Version: 3.0

BlackBerry

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Basics

About Google Talk for BlackBerry smartphones

You can use Google Talk for BlackBerry smartphones to chat with other Google Talk users from your BlackBerry smartphone. To use Google Talk for BlackBerry smartphones, you must have a Google Talk user name and the Google Talk for BlackBerry smartphones application installed on your smartphone. To get a Google account, visit google.com/accounts.

Sign in to Google Talk for BlackBerry smartphones

1. On the Home screen or in the application list, click **Google Talk**.
2. Type your Google Talk user name and password.
3. Click **Sign In**.

To sign out, press the **Menu** key > **Sign Out**.

Change your display picture

1. On the friend list screen, press the **Menu** key > **My Details**.
2. Press the **Menu** key > **Change Picture**.
3. Click a picture.
4. If necessary, center the picture in the box. Press the **Menu** key > **Crop and Save**.
5. Press the **Menu** key > **Save**.

About sound profiles

You can set notification options, such as vibrate or tone, for Google Talk for BlackBerry smartphones in the sounds application. The Google Talk Alert item specifies how you are notified when a friend that you have set an availability notification for becomes available. The Google Talk New Message item specifies how you are notified of incoming Google Talk messages.

Depending on the sound profile that is set in the sounds application on your smartphone, you might not hear the audible notification that you have set for Google Talk for BlackBerry smartphones. For more information about sounds, click the **Help** icon on the Home screen of your BlackBerry smartphone.

Error messages: Signing in

Data services unavailable

This message appears when your BlackBerry smartphone is not connected to the wireless network, or you are in an area of reduced wireless coverage where some features are not available.
Verify that your smartphone date and time are correct. Also, verify that the wireless network indicator appears in upper case for full wireless coverage (for example, EDGE).

Service not enabled

This message appears when you do not have the required service books on your smartphone to use this application. Contact your wireless service provider to verify that the application is supported and have any missing service books sent to your smartphone.

Service is busy. Please try again

This message appears when a connection between your smartphone and the third-party instant messaging service cannot be established, possibly because the third-party instant messaging service is not available.

Wait a few minutes before trying to sign in again.

Find more troubleshooting information

To troubleshoot an issue and read knowledge base articles, visit the BlackBerry Technical Solution Center at www.blackberry.com/btsc.

Availability

Change your status

1. On the friend list screen, press the **Menu** key > **My Details**.
2. Change the **Status** field.
3. Type a status message.
4. Press the **Menu** key > **Save**.

Create a custom status

1. On the friend list screen, press the **Menu** key > **My Details**.
2. Change the **Status** field.
3. Click **Custom status**.
4. Type a status message.
5. Click **OK**.

Receive notification when a friend is online

You can receive a message when the friend is online. Depending on the sound profile that is set on your smartphone, you might also receive an audible notification.

1. On the friend list screen, in a friend group, highlight an offline friend.
2. Press the **Menu** key > **Alert Me** > **OK**.

Friends

Add a friend

1. On the friend list screen, press the **Menu** key > **Add a Friend**.
2. Type a user name.
3. Click **OK**.
4. To link the friend with a contact in the contacts application, click **OK**.

View a friend's information

1. On the friend list screen, highlight a friend.
2. Press the **Menu** key > **Friend Details**.

Link a friend with a contact in the contacts application

When you link a friend with a contact in the contacts application, you might be able to perform additional tasks. For example, during a chat, you might be able to call or send an email message quickly to the friend from the menu.

1. On the friend list screen, in a friend group, highlight a friend.
2. Press the **Menu** key > **Link to BlackBerry Contact**.
3. Click **OK**.
4. Click a contact or **New Contact**.

Rename a friend

1. On the friend list screen, highlight a friend.
2. Press the **Menu** key > **Friend Details**.
3. Type a new name.
4. Press the **Menu** key > **Save**.

Delete a friend

1. On the friend list screen, in a friend group, highlight a friend.
2. Press the **Menu** key > **Remove**.

Block a friend

If you block a friend, you appear as offline in that friend's friend list.

1. On the friend list screen, in a friend group, highlight a friend.
2. Press the **Menu** key > **Block**.

To unblock a friend, click **Unblock**.

View blocked friends

1. On the friend list screen, press the **Menu** key > **Settings**.
2. Change the **Show Blocked Friends** field to **Yes**.
3. Press the **Menu** key > **Save**.

To hide blocked contacts, change the **Show Blocked Friends** field to **No**.

Organize offline friends

1. On the friend list screen, press the **Menu** key > **Settings**.
   - To group offline friends, change the **Show Offline Friends** field to **Group**.
   - To hide offline friends, change the **Show Offline Friends** field to **No**.
   - To view offline friends, change the **Show Offline Friends** field to **Yes**.
2. Press the **Menu** key > **Save**.

A friend no longer appears in my friend list

Try performing the following actions:

- If you have changed settings to hide offline friends, organize offline friends so that you can view offline friends.
- If you have collapsed the group that the friend is in, expand the group. On the friend list screen, click the group.

Chats

Add an emoticon

1. When you are composing a message, press the **Menu** key > **Add Smiley**.
2. Click an emoticon.

Send a file to a friend

If your BlackBerry smartphone is associated with an email account that uses a BlackBerry Enterprise Server, you might be able to send files that are stored on your organization's network. For more information about accessing a file from your organization's network, click the **Help** icon on the Home screen of your BlackBerry smartphone.

1. On the friend list screen, highlight an online friend.
2. Press the **Menu** key > **Send File**.
   - To send a picture, click **Picture**. Click a picture.
   - To send a document, click **File**. Click a file.
   - To send a voice note, click **Voice Note**. Record your message. Click **Send**.
   - To send a contact attachment, click **Contact**. Click a contact.
   - To send multiple files, click **Multiple**. Click a file. On the chat screen, click **Add another file**. Click another file. Click **Send**.

Switch chats

1. During a chat, press the **Menu** key > **Switch Chat**.
2. Click a friend.

Email, copy, or clear a chat

Depending on your wireless service plan, you might not be able to email a chat.

1. During a chat, press the **Menu** key.
2. Click one of the following:
   - **Email Chat**
   - **Copy Chat**
   - **Clear Chat**

End a chat

During a chat, press the **Menu** key > **End Chat**.

Prevent chats from appearing in the messages application

1. On the friend list screen, press the **Menu** key > **Settings**.
2. Change the **Show Chats in Messages Application** field to **No**.
3. Press the **Menu** key > **Save**.

To view chats in the messages application again, change the **Show Chats in Messages Application** field to **Yes**.

I am not receiving notification for incoming messages

In the sounds application, try performing the following actions:

- Verify that the All Alerts Off sound profile is not selected.
- Verify that the **Volume** fields in the Google Talk New Message item are not set to **Silent**.
- Change the notification options for the Google Talk New Message item.

Chat history

Turn on chat history

1. On the friend list screen, press the **Menu** key > **Settings**.
2. Change the **Save Chat History** field to **Device** or **Media Card**.
3. Press the **Menu** key > **Save**.

View the chat history for a friend

You can only perform this task if you have previously turned on chat history.

1. On the friend list screen, highlight a friend.
2. Press the **Menu** key > **View History**.
3. Click a chat history.

Delete a chat history

You can only perform this task if you have previously turned on chat history.

1. On the friend list screen, highlight a friend.
2. Press the **Menu** key > **View History**.
3. Press the **Menu** key.
4. Perform one of the following actions:
   - To delete the chat history for an individual friend, click **Delete Contact's History**.
   - To delete the chat history for all friends, click **Delete Complete History**.

Provide feedback

To provide feedback on this deliverable, visit www.blackberry.com/docsfeedback.

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